

THE PROVISION STRUCTURE OF RESIDENTIAL CARE HOME FOR THE ELDERLY (RCHfE) IN MALAYSIA: POLICIES EVOLUTION, REGULATIONS AND STANDARDS

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ABSTRACT

Purpose – In Malaysia, Social Care Real Estate (SCRE) has not emerged as a significant topic in its Real Estate Research Agenda (RERA). Social care sector comprises a wide range of care services provided through public, private, State Religious Council (SRC) or Non-Profit Organisations (NGOs) to help disabled; older people; orphanage; juvenile offender; abused women and other vulnerable. In order to deliver care services to these ultimate clients, the expansion of SCRE is now seen growing across the country. Definitely, the SCRE is vitally an important asset to Malaysia Real Estate Sector (MRES) and it should be well managed especially when it involves taxpayers' money. In the Asian region, the application of Facilities Management (FM) in the social care sector is relatively embryonic. Social Care Facilities Management (SCFM) integrates the component of social care properties such as nursing homes, care homes, hospice, prison, *madrasah*, rehabilitation centres and other relevant institutions into Facilities Management (FM) knowledge sphere. As the elderly is one of the SCFM clients, rhetorically this paper is conducted to review the provision structure of Residential Care Home for the Elderly (RCHfE) in order to portray how it is being delivered by the social care providers in Malaysia. The evolution of social care policies and regulations to the social care clients will also be discussed in order to protect care service delivery at the RCHfE in Malaysia.

Keywords – *Social Care, Facilities Management (FM), Residential Care Home for the Elderly (RCHfE), provisions, policies evolution, regulations, standards*

SOCIAL CARE (SC) DELIVERY FOR THE ELDERLY

What is Social Care Service?

Social care services are one of the subset of the healthcare sector. According to National Health Services (NHS) (2013), the social care services in United Kingdom (UK) aim to help people who are in need of support due to illness, disability and old age. Social care is a profession committed to the planning and delivery of quality care and other support services for individuals and groups with identified needs (Share & Lalor, 2009). For example, a social care practitioner may work with children and adolescents in residential care; people with learning or physical disabilities; homeless people; families in the community; elderly people etc. (Irish Social Care Gateway, 2005).

In UK, the social care services are a shared responsibility with the local NHS and the local government Directors of Social Services under the guidance of the Department of Health (DoH) (Sulaiman, 2011). Social care services is important as it covers a wide range of services and activities generally provided by the local authority (LA) to help disabled, elderly and other vulnerable people live independently and active lives.

In other words, social care services help and support people in need which is due to illness, disability, old age or poverty. Social care services are available to everyone, regardless of age, gender or background.

Social Care Service Delivery Users: The Elderly

Care Standards Act 2000 has documented the definition of “service user” as a person living in the care home that needs nursing or personal care by reason disabled (infirm), past or present illness, past or present mental disorder; or past or present dependence on alcohol and drugs.

According to Department of Social Welfare (DSW) (2010), the social care service users in Malaysia are categorised into 7 categories, as following:

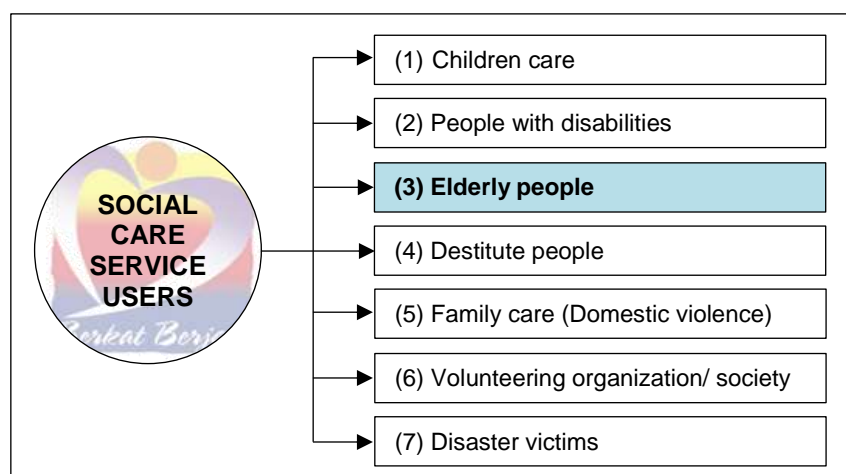


Figure 1: Classifications of Social Care Service Users in Malaysia (DSW, 2010)

Social Care Service Delivery in Malaysia

Social welfare is an important aspect for human development. In England, the social care service delivery rests principally with the local councils, whilst in UK, the social services work closely with the NHS, Care Quality Commissions (CQC), the Strategic Health Authorities, NHS Trusts and both the voluntary and private sector and social care organisations. Besides that, the organisations also have working links with the education service, probation service, police and many other agencies across Government (Sulaiman, 2011).

In Malaysia, the social care service delivery involves many collaboration and participation from the stakeholders such as Ministry of Women, Family and Community Development (MWFCD), DSW, municipal council, district offices, Islamic Affairs Department, Immigration Department and DoH (DSW, 2010; Sulaiman, 2011). The MWFCD is in-charge of delivering the social care services in Malaysia. It monitors and supervises the provision of CHÆs in Malaysia (Portal 1Klik, 2013b).

Ministry of Women, Family and Community Development (MWFCD)

MWFCD (Malay: *Kementerian Pembangunan Wanita, Keluarga dan Masyarakat*) is a government ministry that determines the social policies and direction of the organisation to achieve the goals of gender equality, family development and a caring society. The establishment of MWFCD is a manifestation of the country's aspirations, pursuant to the Fourth World Conference on Women, which was held in Beijing in 1995 (MWFCD, 2013).

Table 1: Background of the Ministry of Women, Family and Community Development (MWFCD) in Malaysia
(MWFCD, 2014)

Year	Background Descriptions
17 January 2001	The Ministry was first named as the Ministry of Women's Affairs and its establishment was announced by YAB the Prime Minister Tun Dr. Mahathir Mohamad. Datuk Seri Shahrizat Abdul Jalil is the first cabinet level Ministry to solely focus on the development of women.
15 February 2001	The role and function of the Ministry were then enlarged and expanded to include family development. The name of the Ministry was changed to the Ministry of Women and Family Development (MWFD). As a result, the Department of Women Affairs (Malay: <i>Hal Ehwal Wanita</i> , HAWA) and the National Population and Family Development Board (Malay: <i>Lembaga Penduduk dan Pembangunan Keluarga Negara</i> , LPPKN) were placed under the jurisdiction of this Ministry. The role and function of HAWA was subsequently reviewed and restructured. It is now known as the Department for Women Development (Malay: <i>Jabatan Pembangunan Wanita</i> , JPW).
March 2004	The scope of the Ministry was further widened to include social welfare and development.
27 March 2004	The Ministry of National Unity and Social Development was dissolved and some of their functions were subsequently subsumed into MWFD. The name of the Ministry was changed to its current name, MWFCD.
16 May 2013	The ministry is headed by a Minister, currently held by Datuk Rohani Abdul Karim. She is assisted by a Deputy Minister, currently held by Datuk Azizah Mohd Dun.

With the latest reorganisation, MWFCF now oversees four agencies under its direct jurisdiction. The key agencies of MWFCF are as the following:

- (1) Department of Women Development (JPW)
- (2) Department of Social Welfare (DSW) Malaysia
- (3) National Population and Family Development Board (LPPKN)
- (4) Malaysia Social Institute (ISM)

Department of Social Welfare (DSW) Malaysia

DSW Malaysia was established in year 1946. For the past 68 years, it has been going through several restructuring process (DSW, 2014). The Department was established to:

- (1) provide protection and rehabilitation to the department's target groups;
- (2) develop a community through attitudinal change and building capacity towards self-reliance;
- (3) create a caring society; and
- (4) enhance the community's well-being through professional social welfare services, social development and a strategic sharing of responsibilities.

DSW Malaysia is one of the important agencies in Malaysia. **Table 2** shows the restructuring of DSW over the past few years.

Table 2: Background of the Department of Social Welfare (DSW) in Malaysia
(MWFCF, 2014)

Year	Ministry/ Departments
1946 – 1951	Placed under the Department of Community Welfare Malaya.
1952 – 1955	The Department has amalgamate with the Department of Labour and placed under the Ministry of Industry and Social Relations.
1956 – 1957	Part of the Ministry of Health and Social Welfare.
1958 – 1959	Part of the Ministry of Labour and Welfare.
1960 – 1962	Formed into a single ministry of its own, known as the Ministry of Welfare Services.
1964	Social Welfare Department was upgraded to Ministry of General Welfare. The scope of service was expanded and the structure of the organization was strengthened.
1982	Ministry of General Welfare was renamed as Ministry of Social Welfare. The social development services were strengthened with the establishment of social advancement services.
1990	Ministry of Social Welfare was renamed as Ministry of National Unity and Community Development on 27 October. Department of Welfare and Community was one of the departments under the Ministry. Since then, DSW Malaysia has become a government department playing an important role in social development for the promotion of a caring society within a progressive nation in line with Vision 2020.
2004	Ministry of National Unity and Social Development was integrated with Ministry of Women and Family Development, assuming a new name of MWFCF. DSW Malaysia is one of the departments under the MWFCF.

The elderly is one of the social care service users in Malaysia. Therefore, DSW has allocated two types of social care services for the elderly in Malaysia, which are External Services and Institutional Services.

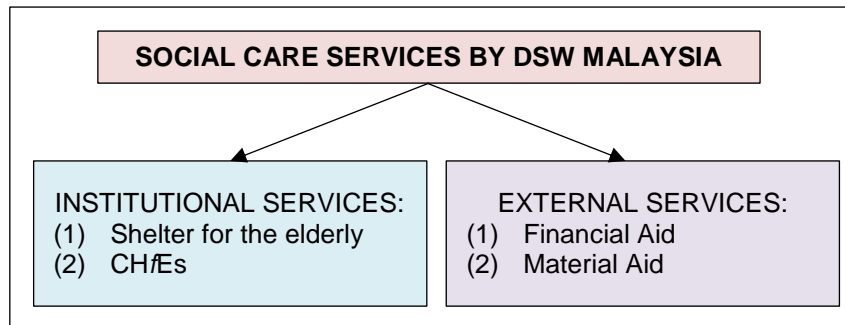


Figure 2: Types of Social Care Services by Department of Social Welfare (DSW) Malaysia

(Researcher's study, 2014)

Provision of Care Home for the Elderly (CHfE) in Malaysia

In Malaysia, the provision of CHfEs is monitored by the MWFCF through the supervision of DSW (Portal 1Klik, 2013b). Officially, the formal institutional care homes in Malaysia are categorized into 3 types of institution cares, as the following:

- (1) Residential Care Home for the Elderly (RCHfE);
- (2) Nursing Care Home for the Elderly (nCHfE); and
- (3) Day Care Centre (DCC)

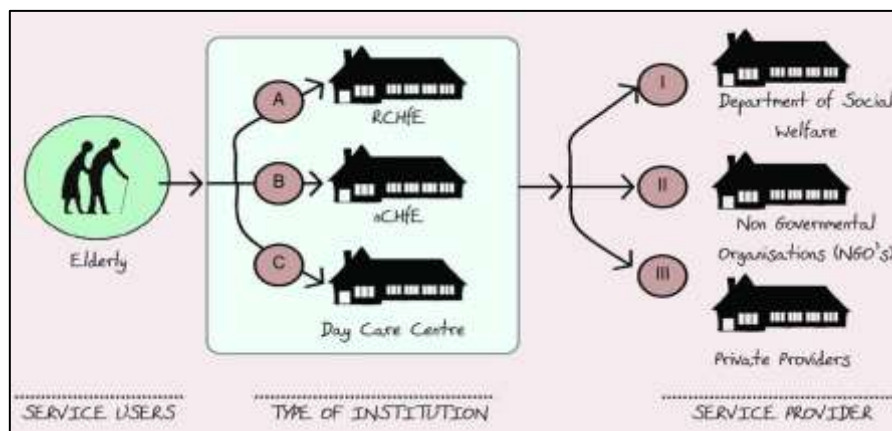


Figure 3: The Institutional Care Provision in Malaysia

(Sulaiman, 2011)

Residential Care Home for the Elderly (RCHfE)

Currently there is altogether nine (9) Public Residential Care Home for the Elderly (PbRCHfE) that is functioning under the management of DSW in Malaysia (Portal 1Klik, 2013b). The PbRCHfEs are known as Seri Kenangan Home (Malay: *Rumah Seri Kenangan*, RSK). RSK are funded by the government (Chen, Ngoh & Harith, 2012) and it provides care, treatment and shelter to the poor elderly aged 60 years old and above, for the sake of their well-being and quality of life (Portal 1Klik, 2013b; DSW, 2009; Selvaratnam et al., 2008; MIER, 2006).

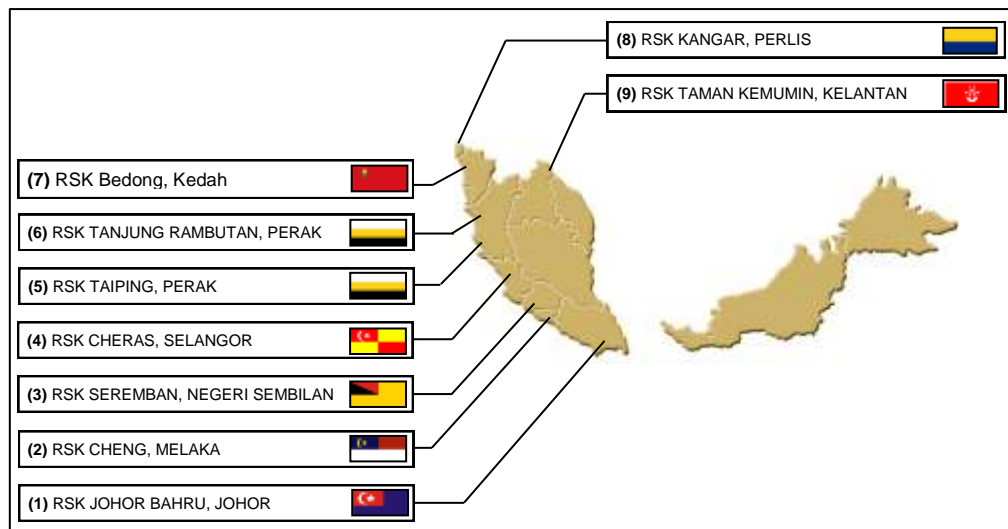


Figure 4: Location of Seri Kenangan Home (RSK) in Malaysia
(Researcher's study, 2014)

Nursing Care Home for the Elderly (nCHfE)

Apart from PbRCHfE (namely RSK), DSW also provides *nCHfE*, which is known as Ehsan Home (Malay: *Rumah Ehsan*, RE). The main objective of establishing RE is to provide a comfortable and tranquil surrounding, care, treatment and shelter to the old and sick older persons. According to DSW (2011), the destitute patients that are in needs of non-intensive treatment are the target group of RE. There are only two (2) REs available in Malaysia for this time being. It is located at Dungun (Terengganu) and Kuala Kubu Baru (Selangor).

Day Care Centre (DCC)

The third type of institutional care provided by DSW is the DCC, which is Senior Citizen Activity Centre (Malay: *Pusat Aktiviti Warga Emas*, PAWE). The MWFCDD has collaborated with the Non-Governmental Organisation (NGOs) in running the DCC in Malaysia. Up till now, according to DSW (2013), there are 22 active DCCs available in Malaysia, as listed in **Table 3**.

Table 3: Location of Senior Citizen Activity Centre (PAWE) in Malaysia
(DSW, 2013)

No	Senior Citizen Activity Centre (PAWE)	State
1	Senior Citizen Activity Centre Kluang	Johor
2	Senior Citizen Activity Centre Muar	
3	Senior Citizen Activity Centre Kulim	
4	Senior Citizen Activity Centre Sungai Petani	Kedah
5	Senior Citizen Activity Centre Kemumin	
6	Senior Citizen Activity Centre Cheras Baru	Kuala Lumpur
7	Senior Citizen Activity Centre Seri Damansara	
8	Senior Citizen Activity Centre Alor Gajah	Melaka
9	Senior Citizen Activity Centre Bukit Baru	
10	Senior Citizen Activity Centre Seremban	Negeri Sembilan
11	Senior Citizen Activity Centre Tanjung Malim	Perak

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Table 3: Location of Senior Citizen Activity Centre (PAWE) in Malaysia
(DSW, 2013)

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12	Senior Citizen Activity Centre Bentong	Pahang
13	Senior Citizen Activity Centre Kuantan	
14	Senior Citizen Activity Centre Pekan	
15	Senior Citizen Activity Centre Raub	
16	Senior Citizen Activity Centre Sandakan	Sarawak
17	Senior Citizen Activity Centre Miri	
18	Senior Citizen Activity Centre Jenjarom	Selangor
19	Senior Citizen Activity Centre Sabak Bernam	
20	Senior Citizen Activity Centre Besut	Terengganu
21	Senior Citizen Activity Centre Dungun	
22	Senior Citizen Activity Centre Marang Bukit Payong	

POLICIES FOR SOCIAL CARE PRACTICE DELIVERING IN MALAYSIA

Chronologies of Social Care Policies for the Older Person in Malaysia

The provision of CHfE in Malaysia is supervised DSW Malaysia, under the purview of MWFC (DSW, 2010). In order to understand the provision of CHfE in Malaysia, it is important to study about the evolution of social care policies for the elderly in Malaysia.

Table 4: Chronologies of Social Care Policies for Older People in Malaysia
(Sulaiman, 2011)

Year	Policies Chronology in Malaysia
1946	The establishment of DSW.
1948	The establishment of the Central Welfare Council Peninsular Malaysia (CWC) as an NGO soon after the World War II to provide relief and assistance to people including the elderly as a result of the war. CWC has been working together with DSW to create a better understanding regarding the social care services nationally.
1950	First Care Home for the elderly was developed in the state of Perak with 350 occupancies.
1965	The Vagrant Act 1965 was published.
June 1965	National Council of Welfare in Singapore, Sabah and Sarawak were invited by the Department of Social Welfare to establish a National Council of Welfare of Malaysia. A draft of constitution was enacted and the council was known as National Council of Welfare (NCW). It comprises the states in Malaysia as well as the states in Singapore.
August 1965	Singapore quitted from Malaysia and become a new republic known as Republic of Singapore. As a result the establishment of NCW was cancelled.
February 1966	NCW was established and advised by the Minister of the Ministry of Social Welfare.
1977	<p>Destitute Persons Act (Act 1983) is introduced as an Act to provide the care and rehabilitation of destitute persons and for the control of vagrancy in Malaysia. This Act defined "destitute person" as:</p> <ol style="list-style-type: none"> (1) Any person found begging in a public place in such a way as to cause or to be likely to cause annoyance to persons frequenting the place or otherwise to create a nuisance; (2) Any idle person found in the public place, whether or not he is begging, who has no visible means of subsistence or place of residence or is unable to give satisfactory account of himself. <p>This Act has authorised RCHfE as "<i>any institution or part thereof, established under this act for the reception, care and rehabilitation of destitute persons</i>".</p> <p>Also, this Act defined RCHfE as "<i>any institution or part thereof, established under this act for the reception, care and rehabilitation of destitute persons</i>". This Act stated the Director General of Social Welfare has a power to require a destitute person to reside in a welfare home.</p>

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Table 4: Chronologies of Social Care Policies for Older People in Malaysia
(Sulaiman, 2011)

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Year	Policies Chronology in Malaysia
1977	The Vagrant Act 1965 was repealed and replaced with the Destitute Persons Act 1977.
1978	The Rules for the Management of Homes for the Chronically Ill was documented.
1981	<p>Destitute Persons (Welfare Homes) Rules 1981 was established under Destitute Persons Act 1977. The Regulations arranged rules for the management of Welfare Homes consisting of the following matters:</p> <ol style="list-style-type: none"> (1) Preliminary Definitions (2) The Board of Visitors (3) Financial Provisions (4) Supervision of the Welfare Home (5) Responsibilities of the Directors General (6) Responsibilities of the Superintendent (7) Responsibilities of the Staff (8) Duties and Privileges of the Residents (9) Records to be Maintained (10) Care of Residents (11) Recreation, Visits, Leave and Letters (12) Daily Time Table of Activities (13) Unauthorised Absence and Escape (14) Discipline and Punishment (15) Review of Cases, Discharge and After Care (16) Exemption and Repeal
1989	National Plan of Action for Older Persons has promulgated to provide a society of older persons that are independent and possess a high sense of self-worth and dignity.
1990	<p>The National Council of Senior Citizens Organisation Malaysia (NACSCOM), a non-profit federation of senior citizens organisations, established on 14 July 1990.</p> <p>National Welfare Policy was introduced to maintain that the family plays crucial roles in providing care for older people. It also required the provision of security for retired people.</p> <p>Health for Elderly was first proposed to be included into the Ministry of Health New Policy Program in the 6th Malaysia Plan (1990-1995). The policy continues to focus on family as a carer for older people as acknowledgement of the importance of family support towards them.</p>
1992	The declaration in 1992, of 1 st October as the Day of Elderly marked a new chapter in the history of Malaysia, as the government began to recognise the needs of elderly.
1993	The enforcement of Care Centre Act 1993 (Act 506) and Regulations was further strengthened to ensure that a certain level of care and service was provided for the welfare of residents at these centres. However, this Act did not establish the national standards or national minimum standards in managing RCH/E. This Act replaced the Rules for the Management of Homes for the Chronically Ill 1978 and Destitute Persons (Welfare Homes) Rules 181.
1995	<p>The policy for older people was finally introduced in Malaysia with the focus to develop a society of older people who are healthy, dignified and possess high social esteem. The Ministry of National Unity and Social Development (MNUSD) was required to manage the policy and develop strategies and programmes for older people.</p> <p>The National Policy for Older Citizens (NPOC) was endorsed by the Cabinet especially through the effort of NACSCOM, which had been pressing the formulation of such a policy since early nineties.</p> <p>This policy defined older persons as “persons aged 60 years and above”. This definition is in line with the World Assembly on Ageing in 1982 in Vienna. This policy aimed “to ensure the social status, dignity and well-being of older persons as members of the family, society and nation by enabling them to optimise their self-potential, have access to all opportunities and have provision for care and protection”.</p> <p>Ministry of Health introduced Health Programs for Elderly. It also proposed to the government to establish National Council for Elderly.</p>

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Table 4: Chronologies of Social Care Policies for Older People in Malaysia
(Sulaiman, 2011)

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Year	Policies Chronology in Malaysia
1996	NACSCOM convinced Government to form a National Advisory and Consultative Council for the Older Persons to advise Government on the implementation of the National Policy on Ageing. Government established the National Advisory and Consultative Council for the Older Persons comprising many government ministries, corporate organisations, Non-Governmental Organisations and prominent individuals.
1997	The formulation of the National Policy for the Elderly in 1995 and the setting up of the National Elderly Health Council in 1997 confirm that the Government is serious in its commitment to provide care and services for the nation's elderly.
1998	In December 1998, Malaysia approved the national policy and submitted the document together with its plan of actions to the National Advisory and Consultative Council for Older Persons. The document was subsequently launched by the late Yang di-Pertuan Agong Sultan Salahuddin Abdul Aziz [Supreme Head of Malaysia], on 1 st October 1999. The formation of the National Council on Health of the Elderly was established. The publication of Action Plan for NPOC. This year was recognised as International Year of Older Persons.
August 1998	NCW changed its name to National Council of Welfare and Social Development Malaysia (NCWSDM) or " <i>Majlis Kebajikan dan Pembangunan Masyarakat Kebangsaan Malaysia – MAKPEM</i> ".
2000	Programmes for the ages shifted from a welfare approach to a development approach to ensure active and productive ageing. In conjunction with the 8 th Malaysia Plan, government was trying to: (1) Emphasise community participation that included promotion healthy lifestyles, social and recreational activities; (2) Encourage volunteerism among the older persons as well as intergenerational activities, lifelong learning programmes and learning skills such as ICT to enable continuous contribution to family, society and country. (3) Encourage family members to take care of the elderly. (4) Provide various amenities and privileges to the elderly such as: (a) provision of special counters and seating areas by government agencies (b) rebates of 50 per cent on fares for domestic air and rail travel (c) employment opportunities from Ministry of Human Resources (d) employers can claim 100 per cent tax rebate on retraining costs for older persons (e) establishment of 9 homes for older persons and 2 homes for the chronically ill (f) 2 Rumah Tunas Budi (Tunas Budi Homes) were built in collaboration with the private sector which provide care for 40 elderly persons (g) NGOs complemented the government's effort in providing institutional care through the provision of residential homes and cottages for the elderly to enable them to continue living within their own communities.
2001	Ministry of Women Affairs was established.
2002	Malaysia Social Institute (ISM) was formatted as an agency of the MWFCDD. The operations commenced with the main objective of becoming one of the most renowned centres of excellence in the field of social policy and social development. The institute will be a training hub for civil servants and other social practitioners, centre for new ideas and information in the field of social policy and social development. The institute conducts training courses, seminars, workshops and forums as well as organising major conferences in social development.
2003	National Social Policy (NSP) was planned to provide the framework for social progress and balanced development through the synergistic efforts of the Government, the private sector and civil societies as well as the community. It adopts a holistic approach towards enhancing lifelong empowerment of the systems, delivery of effective social services, promoting social inclusion, sector collaboration and synergy. Human Rights Commission of Malaysia (SUHAKAM) announced the definition of vulnerable people in Malaysia. The Family 1 st Campaign was launched at the national and state levels to create awareness and recognition of the family as a social priority and fundamental unit of society, which should be protected and supported by the state and community.

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Table 4: Chronologies of Social Care Policies for Older People in Malaysia
(Sulaiman, 2011)

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Year	Policies Chronology in Malaysia
2006	<p>The 9th Malaysia Plan agenda has been started. The strategic focus of the agenda are as follow:</p> <ol style="list-style-type: none"> (1) Family development programmes will be implemented, particularly to promote greater community participation in caring for the social vulnerable groups; (2) Efforts by the public sector will be complemented by the private sector and NGOs through partnerships and joint programmes; (3) Measures will be undertaken to provide for an environment for the elderly to remain healthy, active and secure while being able to age with dignity and respect as well as leading independent and fulfilling lives; (4) Value such as familial, responsibilities, love and understanding for the elderly will be given greater emphasis; (5) Continuous improvements to enhance delivery mechanisms will be undertaken in line with the expectations of society for the provision of fast and efficient services; (6) Social outreach programme to ensure groups in need are not left out of mainstream development will be undertaken as proactive measures; (7) Counselling services within the community will be encouraged to provide psychological knowledge and self-skills for older persons to enable them to be more competent to cope with the social, economic and psychological changes associated with aging; (8) Unit Mayang set up the deliver welfare services direct to the community such as counselling besides processing applications for financial aid and making payments or registration of needy people; (9) Financial assistance will be enhanced for the elderly, children and people with disabilities, benefiting about 150,000 recipients; (10) Government will continue to give the necessary support to enable NGOs to sustain and develop programmes and facilities for the marginalised and socially vulnerable groups; (11) To ensure quality care is provided to the target groups, the amendments to the Care Centre Act 1993 will facilitate registration of all institutions run by NGOs and strengthen enforcement of the Act; (12) ISM will continue to train professional social workers and care givers with emphasis on providing quality care to the target groups; (13) National Standard for Social Work Competencies will be implemented to prepare social practitioners in facing challenges such as natural disasters, social security, population ageing and poverty eradication. ISM will become a training hub for social practitioners in the region.
2006	<p>National Family Policy (NFP) will be formulated with the objective of developing and enhancing the family institution as well as promoting family first concept. This policy will ensure the incorporation of family well-being initiatives in all policies, legislation, programmes, services as well as facilities.</p>

Law and Regulations

As a matter of policy, an elderly in Malaysia is referred to a person aged 60 years old and above. This definition was adopted based on the UN World Assembly on Aging in Vienna and it has been accepted by many researchers.

In Malaysia, there are several policies that have direct or indirect application to the elderly. However, there is no specific law and regulations regarding to the elderly in our country (SUHAKAM, 2012). There have been a number of national policies put in place for the elderly in Malaysia, as the following:

(1) **National Legislation**

- (i) Employment Act 1955: Employment (Part-Time Employees) Regulation 2010;
- (ii) Minimum Retirement Age Act 2012;
- (iii) Domestic Violence Act 1994; and
- (iv) Care Centre Act 1993.

(2) **Social Protection**

- (i) Pension Act 1980;
- (ii) Employees Provident Fund Act 1991;
- (iii) Employees Social Security Act 1969; and
- (iv) Armed Forces Fund Board 1973 (*Akta Tabung Angkatan Tentera 1973*).

(3) **National Policies**

- (i) National Policy for the Older Persons;
- (ii) Plan of Action for Older Persons;
- (iii) National Health Policy for Older Persons;
- (iv) National Housing Policy; and
- (v) National Budget

Care Centre Act 1993

The Care Centre Act 1993 in Malaysia is a guideline that sets out the requirements for the registration, control and inspection of care centres and for matters connected therewith. This Act was introduced to ensure the requirement of care and services at the care centres are maintained.

The content of the Act is as the following:

- (1) Preliminary/ Definitions on Term and Interpretations
- (2) Registration of the Care Centres
- (3) Responsibility of the Care Centres Officers
- (4) Miscellaneous, Penalty and Exception

According to SUHAKAM (2012), the other applicable laws and rules which are related to shelter homes and destitute centres include:

- (1) Destitute Persons Act 1977;
- (2) Rules for the Management of Homes for Older Person 1983;
- (3) Rules for the Management of Older Persons 1983; and
- (4) Rules for the Management of Homes for the Chronically Ill (1978).

National Policy for the Older Persons

The first policy for the elderly in Malaysia was the National Social Welfare Policy, which was enacted in year 1990 (Ambigga, 2011). This policy was introduced to address the needs for the elderly care by families and communities.

The policy was then strengthened with the National Policy for the Older Persons in year 1995. The policy was formulated to cater for the developmental needs of the elderly population in Malaysia (MIER, 2006; Ambigga, 2011). The government aims at “*creating a society of elderly people who are contented and possess a high sense of self-worth and dignity, by optimizing their self-potential and ensuring that they enjoy every opportunity as well as care and protection as members of their family, society and nation*” (Ong, 2011).

Abdul Rani (2007) has listed the main objectives of the policy as below:

- (1) To establish and develop the dignity and respect for the elderly in the family, community and country;
- (2) To develop the potential among the elderly to maintain their activeness and productivity in the process of developing the country; and
- (3) To encourage and create facilities to ensure care and protection for the elderly towards a better living.

In line with the above-mentioned objectives, the government has initiated several action plans and sub-committees to study the various aspects issues related to aging and social welfare of the elderly in Malaysia (Ong, 2011; MIER, 2006).

Besides that, in accordance to the National Policy for the Older Persons, the National Advisory and Consultative Council for Older Persons under the chairmanship of MWFCDC was established in May 1996. As an outcome of the establishment, a Plan of Action for Older Persons was first introduced in December 1998 (Zawawi, 2013).

Plan of Action for Older Persons

Plan of Action for Older Persons (Malay: Pelan Tindakan Warga Emas Negara), better known by its Malay acronym, PTWEN, is drafted based on the National Policy for the Older Persons. This Plan of Action has further explained about the previous policy studies (SUHAKAM, 2012). PTWEN was used to ensure the integration and participation of the elderly in the development process (Wong, 2006).



Figure 5: Strategies for Plan of Action for Older Persons
(Zawawi, 2013)

CONCLUSION

The social policies in Malaysia are concerned to propose practical and suitable law, regulations and policy for social problems. However, it is found that the welfare provision in Malaysia is not universal and does not provide a 'national minimum' level of social services. The absence of standards or NMS that is available in Malaysia makes the social care services more vulnerable to the elderly. Thus, the researcher aims to further the research on the social policy regarding the establishment and management of the RCHfE in Malaysia. The researcher will refer to the National Minimum Standard (NMS) for CHfEs in United Kingdom (UK) as a parameter for the auditing process. It aims to audit the policies regarding the social care facilities management in Malaysia with the available NMS.

REFERENCE